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Response Under 37 C.F.R. § 1.116
Expedited Procedure - Examining Group 3629

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

WILLIAM T. ROWSE ET AL.

Serial No.: 09/547,661

Filed: April 12, 2000

For: **SYSTEM FOR PROCESSING A CUSTOMER CONCERN**

Attorney Docket No.: 200-0053 (FMC 1185 PUS)

Group Art Unit: 3629

Examiner: Jonathan P. Ouellette

AMENDMENT UNDER 37 C.F.R. § 1.116

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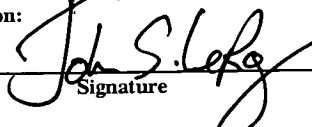
In response to the final Office Action mailed May 28, 2003, please amend the above-identified application as follows:

CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8

I hereby certify that this paper, including all enclosures referred to herein, is being deposited with the United States Postal Service as first-class mail, postage pre-paid, in an envelope addressed to: Mail Stop AF, Commissioner for Patents, U.S. Patent & Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450 on:

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